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**Illinois Extension**  
UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

Information Technology

## Extension IT Tech Tips - September 2024

### Verify and Update information in UI Info

You are encouraged to check the information in your profile through the UI Info and update as needed. Some of the information that you can update includes Home Address, Office Address, Office Phone Number, and personal information such as Emergency Contact and Personal Email.

### Remove Middle Name

Many of you have noticed that Outlook and Teams show your Middle name as part of your name. While you are in the UI Info, you can edit the Demographic Information section and enter a Preferred First Name. This will be the name that will show in Outlook and Teams instead of your first and middle names.

Changes to the UI Info will take a few days to be reflected in Outlook and Teams.

It is important to note that changes made in UI Info will not be reflected in your staff entry on the Extension website. If information needs to be added or updated on this profile, contact your Unit marketing person or submit a ticket to [extensionit-help@illinois.edu](mailto:extensionit-help@illinois.edu).

### Extension IT Knowledge Base

Extension IT has a Knowledge Base site that provides short articles with answers to common IT related issues. The site can be found by going to <https://answers.illinois.edu/extension>. In addition to some of the more popular articles showing on the home screen, there is a search option to look for articles relating to a specific question/issue you may be experiencing.

If you open any article, at the bottom of the article is the option to Suggest a New Article. Choosing this and completing the information will notify us of a suggestion for a new article

that you think would be helpful.

Please note that while we encourage you to use the Knowledge Base to help find the answer to a question, we do not want you to feel that you cannot submit an IT Ticket. We are here to help and the Knowledge Base is another way that we can provide you with assistance.

## Call Forwarding in Teams

Did you know that Microsoft Teams will allow you to forward your incoming calls to voicemail or another Teams user?



- When in Teams, click the three dots at the top to the right of the Search area.
- Select Settings
- Select Calls on the left
- One of the first items on the Calls Settings screen will be a toggle to Forward All Calls.
- When you toggle this on, you can select Voicemail or another number/contact. If you are forwarding to another individual, please verify with that person that they are willing to have your calls forwarded to them and let them know when you toggle this on.
- **Be sure to toggle this back off when you no longer need your calls forwarded or you will not receive incoming calls.**



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